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ABSTRACT

Consultants and staff of the Appalachian Adult Education Center developed coping skills categories based on extensive work with adult basic education programs and in public library services for disadvantaged adults. The coping skills categories are subject areas in which most adults need information to cope effectively with the problems of everyday living. Adult educators can use the categories as a checklist for the information needs of the client or community, as a tool for assessing a library's collection, as categories for shelving a special collection of coping skills materials, and as subject areas for instructional programs. The categories are displayed in outline form. (Author/PF)

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LIBRARY SERVICE GUIDES

Appalachian Adult Education Center

COPING SKILL CATEGORIES

AREAS OF INFORMATION NEED

FOR DISADVANTAGED ADULTS

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COPING SKILLS CATEGORIES

The Appalachian Adult Education Center defines **coping skills** *as the abilities (1) to recognize an everyday problem as an information need; (2) to locate information in the problem area; (3) to process and integrate the information; and (4) to apply the information toward solving the problem.*

Consultants and staff of the AAEC developed **coping skills categories** *based on extensive work with adult basic education programs and in public library services for disadvantaged adults. The coping skills categories are subject areas in which most adults need information to cope effectively with the problems of everyday living. Information in these areas is particularly needed by undereducated, disadvantaged adults, who need help from adult education programs and from public libraries to develop effective coping skills.*

The adult educator and the librarian can work together to determine the needs of disadvantaged adults in the community, and to provide instruction and materials to meet those needs.

Adult educators and librarians can use the coping skills categories in several ways: (1) as a checklist on which the individual client can indicate needs and interests; (2) as an instrument for surveying the needs of disadvantaged adults in the community as a group; (3) as a tool for assessing the library's collection for gaps in the coping skills areas; (4) as categories for shelving a separate collection of coping skills materials for easy retrieval by disadvantaged adults; and (5) as subject areas for instruction and special programs.

11th Revision
August, 1974

Appalachian Adult Education Center
Morehead State University
Morehead, Kentucky 40351
(606) 784-9229

AGING

- Aging Process
  - Emotionally
  - Mentally
  - Physiologically
- Care of the Aged in the Home
- Death
- Funerals
- Nursing Homes & Rest Homes
- Programs, Organizations, & Agencies for the Aging
- Retirement
  - Activities & Recreation
  - Benefits
  - Education
  - Employment
    - *See also* **Jobs**, Occupational Information
  - Housing
  - Planning
- Wills

CHILDREN

- Adolescence
- Adoption
- Babysitting
- Breast & Bottle Feeding
- Child Abuse
- Child Development
- Child Health Care
  - *See also* **Health**, **Disease** Information; **Health**, How to Select and Obtain Health Services
- Child Rearing
- Development of Verbal Skills
- Discipline
- Drop-out Prevention
- Emotional Problems in Children
  - *See also* **Health**, Mental Health; **Family**, Conflict; **Family**, Crisis
- Foster Care
- Gifted Children

Playing With Your Children
Premature Babies
Raising Children Alone
Retarded Children
See also **Health**, Retardation Prevention; **Health**, Prenatal Care
Selection of Child Care Facilities
Sex Education
See also **Family**, Sexual Relations
Success & Failure in School
Teaching Children to Handle Emergencies
See also **Home**, Safety Planning

COMMUNITY

Censorship
Citizenship: Naturalization
Citizen's Responsibilities
- Community Projects
- Jury Duty
- Public Office
- Social Action
- Voting, Vote Buying

Community Hazards
Community Organizations, Resources and Services
- Child Services
- Employment
- Fire
- Licensing Bureaus
- Police
- Public Health
- Public Library Services
- Referral Services
- Schools
- Volunteers
- Welfare

See also **Money Management**, Food Stamps

- Dealing with Police
- Emergency Services
  - Disaster Action
  - Red Cross
  - Salvation Army
  - Telephone Hot Lines
- Ethnic Centers & Groups
- Government: Local, State, National
- How to Participate in & Use the Democratic Process
- Juvenile Delinquency
- Keeping Informed: Media, TV, Radio, Newspapers, Magazines
- Military Service
- Parliamentary Procedures
- Reentry from Institutions
  - Corrections
  - Sanatoria
  - Veterans
- Social Problems of the Community
  - Busing
  - Crime
  - Environment, Ecology
    - *See also* **Health**, Pollution
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  - Zoning
- Street Gangs

EDUCATION

- Educational Institutions
  - Colleges & Universities
  - Community Colleges
  - Vocational & Technical
- How to Apply to Educational Institutions
- How to Study
- How to Take a Test
- Locating Information
- Self Education

Education Credit for Experience
Educational Loans, Scholarships, & Assistance Programs
Educational Programs for Adults
GED, High School Equivalency Diploma

FAMILY

Brothers & Sisters: Sibling Relationships
Common Law Marriages
Divorces & Separations
Extended Family: Cousins, Uncles, Grandparents, etc.
Family Conflict
See also **Children**, Emotional Problems in Children
Family Crisis
See also **Aging**, Death
Identifying Strengths and Weaknesses in the Family
In-Laws
Marriage Roles
Sexual Relations
Unwed Parents

FREE TIME

Astrology
Cultural Activities: Music, Performing Arts, etc.
Dancing
Fortune Telling
Gambling
Games
Handicrafts
Hobbies
Parks
Pets
Recreation
Indoor
Outdoor: Camping, Fishing, Hunting, Swimming, etc.

- Sewing
- Sports
- TV, Radio, Movies
- Using Free Time Effectively
- Vacations

HEALTH

- Alcoholism
- Birth & Genetic Defects
- Childbirth, Labor, Midwifery
- Chronic Diseases
  - Arthritis
  - Cancer
  - Diabetes
  - Heart
  - Hypertension
  - Respiratory
- Dental Care
- Disease Information
  - *See also* **Health**, Chronic Diseases
- Disease Prevention
  - Cancer
    - *See also* **Health**, Smoking
  - Heart Disease
  - Immunization, Innoculation
  - Respiratory Disease
- Drug Abuse
- Exercise
- Faith Healing
- Family Planning
  - Abortion
  - Birth Control
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Hospital
Medicaid
Medicare
Home Health Care
Home Remedies, Medicinal Herbs
How to Select & Obtain Medical Services
Dental
Doctors
Emergency
Hospitals
Medical Clinics
See also **Community**, Community Organizations, Resources & Services, Public Health
Mental
How to Talk with a Doctor
Insect & Pest Control
See also **Health**, Sanitation
Menopause
Mental Health
See also **Children**, Emotional Problems in Children
Nutrition
Patent Medicines: Over the Counter Medicines
Personal Hygiene
See also **Understanding Self & Others**, Personal Care & Grooming
Physiology & Anatomy
See also **Health**, Preserving Your Health
Physiology of Lifting
Back Problems
Hernias
Pollution
See also **Community**, Social Problems of the Community, Environment, Ecology
Prenatal Care
See also **Children**, Premature Babies
Prescriptions
Preserving Your Health
General
Hearing

- Sight
- Quackery
- Rehabilitation
- Retardation Prevention
  - *See also* **Children**, Retarded Children
- Sanitation
  - *See also* **Community**, Community Hazards
- Smoking
- Venereal Diseases
- Weight Problems
  - Diets
  - Overweight
  - Underweight
  - Weight Watching Plans
- What to Expect at the Hospital

HOME

- Buying & Selling
- Decorating
- Furnishings
  - *See also* **Money Management**, Comparison Buying, Furniture & Accessories
- Home Building
- Home Gardening: Flowers & Vegetables
- Home Management
  - Care of Clothing
  - Food Preparation: Canning, Freezing, Cooking
  - House Cleaning
- Maintenance & Repairs
- Owner's Liabilities & Responsibilities
- Remodeling
- Renting
- Safety Planning
  - Fires
    - *See also* **Money Management**, Insurance, Fire
  - Home Accidents, Poisons, etc.
  - Tornadoes
    - *See also* **Community**, Emergency Services

Trailers
Utilities

JOBS

Agricultural Jobs
- Cooperatives
- Farming
- Land Use
- Sharecropping, Tenant Farming
- Woodland Management

Application Forms
Applying for a Job
Assessing Your Own Skills, Talents, and Interests
Career Planning
Civil Service Information
Distinguishing Between Good & Bad Jobs: Facilities, Fringe Benefits, Hours, Wages
Employee's Responsibilities
Employer's Responsibilities
Employment Agencies
Finding a Job

See also **Jobs**, Occupational Information; **Jobs**, Career Planning

Holding a Job

See also **Understanding Self & others**, Getting Along with Others

Job Discrimination

See also **Understanding Self & Others**, Dealing with Discrimination; **Legal Rights**, Civil Rights

Job Safety
Losing a Job

See also **Jobs**, Unemployment

Occupational Information
Seasonal Jobs
Training & Retraining Programs

See also **Education**, Educational Institutions

Unemployment
Unions
Upgrading on the Job

See also **Jobs**, Holding a Job

Working Women
Workmen's Compensation

LEGAL RIGHTS

Arrests
Civil Rights
- Bill of Rights
- Civil Rights Movement
- Legal Rights Under the Law
- Other

Legal Aid

MONEY MANAGEMENT

Advertising
Auctions
Banks & Banking
- Checking
- Savings

Budgeting
Buying Guides
Car Buying: New and Used
Charge Accounts
Comparison Buying: Values in Purchasing
- Appliances
- Clothing
  - *See also* **Home**, Home Management, Care of Clothing
- Drugs
- Food
- Furnishings and Accessories

Consumer Magazines
Consumer Rights: Gypping
Counterfeits
Credit Bureaus
Credit Cards
Credit Unions

- Discount Store Buying
- Farm Equipment Purchases
- Food Stamps
  - *See also* **Community**, Community Organizations, Resources, Services, Welfare
- Fraud
- Garnishments
- Income Tax
  - City
  - Federal
  - Local
  - State
- Installment Buying
- Insurance
  - Burial Insurance
  - Disability Insurance
  - Fire Insurance
  - Health Insurance
  - Home Owners Insurance
  - Life Insurance
  - Motor Vehicles Insurance
  - Private Pension Plans
- Interest Rates
- Investing Money
- Land Buying & Selling
- Loans: Borrowing Money
  - Easy Credit
  - FHA Loans
  - Loan Companies
- Mail Order Catalog Buying
- Rebates
- Retail Processes
- Sales Tax
- Social Security
- Warranties & Guarantees

MOVING

- Adjustment to the Neighborhood
- Church
- Employment
  - *See also* **Jobs**, Finding a Job
- Establishing Credit
- Food Shopping
- Housing
- Moving, Expenses, Methods
- Schools

RELIGION

- Churches
- Denominations & Sects
- Personal Beliefs

TRANSPORTATION

- Defensive Driving
- Driver's Licenses
  - *See also* **Community**, Organizations, Resources, & Services, Licensing Bureaus
- Highway Safety
- Maps
- Overnight Accommodations
- Routing
- Stations
- Types of Transportation: Comparisons, Convenience, Fares, Repairs, General Information
  - Air
  - Bicycles
  - Boats
  - Buses
  - Cars
  - Motorcycles
  - Trains

UNDERSTANDING SELF AND OTHERS

- Attitudes
- Changing Yourself
- Communication
  - Correct Speech Usage
  - Giving Directions
  - Listening
  - Public Speaking
  - Taking Directions
  - Use of Telephones
  - Writing Letters, Reports, etc.
- Cultural Studies
- Decision Making
- Describing Feelings
- ESP
- Entertaining
- Ethnic Studies
- Friendship
- Getting Along with Others, Interpersonal Relationships
  - Accepting Help
  - Dealing with Conflict
  - Dealing with Criticism
  - Dealing with Discrimination
  - Dealing with Unwanted Advances
  - Fighting Fairly
  - Getting Acquainted
  - Helping Others
  - Meeting People
  - Working with Others
- Goal Setting, Planning and Achievement
- Handling Intimacy
- Living Alone
- Love
- Manners and Etiquette
- Neighbors
- Personal Adjustment

Personal Care and Grooming

See also **Health**, Personal Hygiene

Personal Ethics, Values, Morals, Standards

Personal Problem Solving

Respecting the Ideas and Beliefs of Others

Self-esteem

Self Evaluation

Self Understanding

Sensitivity to Yourself and Others

Sexual Relations

See also **Family**, Sexual Relations

Sportsmanship

Suicide

Superstition

Understanding What Makes Me the Way I Am: Heredity & Environment

Women's Liberation Movement

See also **Jobs**, Working Women

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Appalachian Adult Education Center
Bureau for Research and Development
Morehead State University, UPO 1353
Morehead, Kentucky 40351
(606) 784-9229 (606)783-3111

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